

## **REMARKS**

Applicants have carefully reviewed and considered the current Office Action and the reference(s) cited therein. Claims 1, 7, 19, 21, 47, 49, 50, 52, and 53 are herein amended; Claims 25-29, 31-41, 43-46, 56-57, 60, and 65 are herein canceled; and no claims are herein added. As a result, Claims 1-5, 7-19, 21-24, 47, 49-53, 55, 59, 64, and 66 are now pending in this application.

### **Rejection of Claims 1-5, 7-19, 21-29, 31-41, 43-47, 49-53, 55-57, 59, 60, and 64-66 under 35 U.S.C. §102**

The Examiner has rejected Claims 1-5, 7-19, 21-29, 31-41, 43-47, 49-53, 55-57, 59, 60, and 64-66 under 35 U.S.C. §102(b) as being anticipated by U.S. Patent No. 6,023,507 issued to Wookey ("Wookey"). Applicants have herein canceled Claims 25-29, 31-41, 43-46, 56-57, 60, and 65 and herein amended Claims 1, 7, 19, 21, 47, 49, 50, 52, and 53.

Applicants have amended the pending independent claims (i.e., Claims 1, 19, 47, and 53) to reflect that the data storage system sends, and the computer system receives, the request to establish a communications session between the data storage system and the computer system. Thus, Claims 1 and 47 require the computer system to receive the request from the data storage system and Claims 19 and 53 require the data storage system to send the request to the computer system. Applicants also have amended the independent claims to require that the request include user authentication information needed to establish the communications session.

Applicants have removed some limitations from independent claims that were not in the claims as originally filed. Applicants also have amended the preamble in a number of claims in order to simplify the preambles.

Applicants contend the pending claims are patentable over Wookey. Wookey does not teach or suggest the receiving step in each of the independent claims. In the current Office Action the Examiner cites Wookey at Column 1, Lines 37-38 ("the user of that computer system calls the remote service center") as teaching "receiving a request to establish a communications session with a data storage system." The currently pending claims, on the other hand, require that the data storage system (i.e., not the

user) send the request to the computer system, that the computer system receive the request from the data storage system (i.e., not the user), and that the request include user authentication information needed to establish the communications session. Wookey does not teach or suggest these limitations.

Moreover, these limitations provide the present invention with significant benefits over the teachings of Wookey. Having the data storage system send the request, as opposed to having a user make a call, allows the request to be automated. Also, having the data storage system send the user authentication information in the request provides some additional security in that data storage system maintains more control over the user authentication information. First, the data storage information does not have to be stored on the computer system because it can be provided by the data storage system each time the data storage system sends a request. Second, the user authentication information can be temporary and valid only for a period of time long enough to allow the computer system to service whatever problem on the data storage system caused the request to be sent to the computer system. And third, the data storage system can control access by sending user authentication information that gives the computer system only that amount of access that is necessary to address the problem that caused the data storage system to send the request.

**CONCLUSION**

Applicants respectfully submit that the claims are in condition for allowance and notification to that effect is earnestly requested. If the Examiner believes that a telephone conversation with the Applicants' representative would facilitate prosecution of this application in any way, the Examiner is cordially invited to telephone the undersigned at (508) 616-9660. If necessary, please apply any additional fees, or credit overpayments, to Deposit Account 50-3735.

Respectfully submitted,

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